



# Provider Newsletter

## URGENT AUTHORIZATIONS

### Provider Rep. Contact Numbers:

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- **Mary Hernandez**  
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- **Cheryl Flynn**  
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Health Services continues to be stretched thin by a large number of “urgent” requests. Our experience has shown that many of these so called “urgent” requests are not really urgent. An urgent request is one where delay could seriously jeopardize the life or health of the patient or the patient’s ability to regain maximum function. An urgent request is also indicated if you feel that the patient would be subjected to severe pain that could not be managed adequately without the requested care or treatment.

Emergent services are those in which a medical condition exists that is manifested by acute symptoms of sufficient severity (including severe pain) such that you would expect the absence of immediate medical attention to result in serious jeopardy to the health of the patient, or serious

impairment to bodily function, or serious dysfunction of a bodily organ or part. Prior authorization is NOT required for emergent services.

When your office asks us to consider a request on an urgent basis, we expect that it is because the provider believes that a delay in treatment would have an adverse effect on the patient’s health. It should not be used for convenience or so that the request goes to the “top of the heap”. At this time, we are seeing overall use of the urgent category at a rate of 25% of all requests. That is why it takes us 3 days (72 hours) to process these “urgents”. If the rate was 10% or less, we would be able to process these true urgents in one day or less. Since we have five days to process routine requests, not much would be gained by overloading the UM

### Hard copy authorizations approvals by fax.

Department with false urgent requests.

Thank you for your adherence to the guidelines as mentioned above. We look forward to working with you in the future.

## PPMC’S ONLINE WEB PORTAL

Connect to PPMC’s online web portal for

- Claims Status Inquiry
- Provider Dispute Resolutions Status Inquiry
- Referral Submission
- Referral Auto-Approval coming soon!

Register at: <https://portal.ppmcinc.com/registration/>

Training is provided at our office in Corona, phone-based training, and under certain conditions we may conduct an onsite visit for you and your staff. To learn more, contact the Provider Representative for your region.

**PRIMARY PROVIDER MANAGEMENT  
COMPANY**

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We're on the Web!!  
<https://portal.ppmcinc.com>



## Speciality Injectable Medications

In our efforts to ensure cost effective utilization of injectable medications, we reviewed the clinical effectiveness of the high cost high volume medications used by our patients. We have also out-reached to our partner vendors to access cost savings for these agents. At the January 2017 Pharmacy and Therapeutics Committee, the below medications will be our preferred agents.

Please use the preferred agents as first line therapy prior to the non-preferred agents.

Please note that the preferred injectable products will be subject to the normal standard utilization management/review process, and must meet the established clinical and risk management criteria prior to administration.

Thank you for your cooperation. We appreciate your ongoing commitment to providing the highest quality healthcare to our patients.

<b>PPMC INJECTABLE FORMULARY PREFERRED AGENTS</b>
<b>Multiple Sclerosis Agents</b>
Avonex <sup>®</sup> Copaxone <sup>®</sup> Plegridy <sup>®</sup>
<b>Intra-articular Hyaluronic Acid Preparations</b>
Supartz <sup>®</sup> Gelsyn 3 <sup>®</sup> Synvisc/Synvisc One <sup>®</sup>
<b>Biologic Immunomodulators</b>
Enbrel <sup>®</sup> Humira <sup>®</sup>
<b>Diabetic Agents/Supplies</b>
Victoza <sup>®</sup>